



**LOCAL ENERGY ADVICE
PARTNERSHIP**

CASE STUDY

MRS B

“The LEAP scheme has provided me with enormous, enormous amounts of help... I just think that words can't express how they helped me yesterday and they were just so very, very kind... fabulous”

"I just wanted to say how grateful I was to these two people because I had been having an awful time with my energy supplier, they were threatening me with the blacklist and to take me to court and I had already been to the CAB and they hadn't helped at all. And those two young people were absolutely fabulous yesterday; they got everything sorted out they found out that I'd been given wrong information about the meter reading - it was estimated, not a real one - and so many other things.

They arrived together, and they were running late, but they rang me before to tell me what time they'd be able to get here. They came dead on the dot, three o'clock. They were "extremely" professional and friendly because I got really quite upset about it all because my energy supplier was threatening to blacklist me, and it wasn't money I owed them, I paid by direct debit and usually by the end of the year I get a rebate.

First of all, they checked the boiler because I was saying that I couldn't work out the timer, and it was coming on in the night. The plumber who installed the boiler had actually regulated it the wrong way around and I'd got the day settings on the night and vice versa. They also found out that the temperatures weren't right, and they adjusted all those and they put some foil at the back of two radiators and gosh you could feel the difference even before they're gone.

The help with the heating controls was "extremely useful, because I suffer from poly-arthritis [...] and the cold does affect me, and I was terrified about using it. Whereas now they have put the settings right and it just been lovely this morning

They rang my energy supplier up as well who were threatening me that if I didn't pay this £355 for the winter quarter... by 2.30pm today then they were going to put me on a blacklist. So, I've been very upset about it and they rang them up and sorted all that out.

I rang up [today] because I thought they deserved recognition of being so fabulous"



FOR MORE INFORMATION CONTACT

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